

APPENDIX 2 VOLUNTARY AGENCY RESOURCE SUPPORT

PRIMARY AGENCY:	Washington State Military Department, Emergency Management Division
SUPPORT AGENCIES:	Adventist Community Services Aid Association for Lutherans Airport Chaplaincy American Red Cross Catholic Community Services Christian Reformed World Relief Committee Church of the Brethren Church World Services Federal Emergency Management Agency Local Jurisdictions Lutheran Social Services Mennonite Disaster Services Northwest Medical Teams Pacific Northwest React Council Radio Amateur Civil Emergency Services The Salvation Army Southern Baptist St. Vincent de Pau Tacoma/Pierce County Chaplaincy United Methodist Committee of Relief Washington Voluntary Organizations Active in Disaster World Vision

I. INTRODUCTION

A. PURPOSE

To identify known voluntary agency resources that may be able to provide response or recovery assistance following a disaster.

B. SCOPE

This Appendix is applicable to Washington State Emergency Management, voluntary organizations, local jurisdictions, and the Federal Emergency Management Agency (FEMA).

II. POLICIES

- A. The Washington State Military Department, Emergency Management Division (EMD), will communicate, cooperate, coordinate, and collaborate with voluntary agencies to permit them to function to the full extent of their mission and capability.

- B. Washington Voluntary Organizations Active in Disaster (WAVOAD) will be the state's central point of contact for engaging voluntary resources.
- C. Local jurisdictions are responsible for developing voluntary resources at the local level. This includes developing a capability to manage emergent volunteers.
- D. Washington State Emergency Management will not be responsible for the management of emergent volunteers.
- E. As WAVOAD is a non-operational organization, it will not be responsible for managing emergent volunteers.

III. SITUATION

A. Emergency/Disaster Conditions and Hazards

See the Basic Plan and the Hazard Identification and Vulnerability Analysis.

B. Planning Assumptions

1. Voluntary agencies will spontaneously and autonomously respond to accomplish tasks their charters say they will accomplish if there is a clear need for their services.
2. Voluntary agency support in a disaster will reduce the workload for emergency response personnel by taking care of essential human needs.
3. Voluntary agency support will be most effective if coordinated with local and state emergency management organizations.
4. Generally, voluntary agencies are capable of supporting themselves in responding to disaster situations.
5. Emergent volunteers may also show up and offer assistance requiring their activity be managed.

IV. CONCEPT OF OPERATIONS

A. General

1. Voluntary organizations responding to disaster will act under their own authority and will provide services to the public that are in keeping with their charter.
2. Most voluntary organizations in the state of Washington participate in the Washington Voluntary Organizations Active in Disaster (WAVOAD) and will seek to coordinate response and recovery activity through communication with the WAVOAD leadership team.

3. Washington State EMD maintains a liaison with WAVOAD and following a disaster will work closely with the leadership team to identify unmet disaster related needs.
4. US DHS-FEMA Region Ten also maintains a liaison to WAVOAD as well as the state and can assist the state and the voluntary organizations by accessing additional resources on the national level.
5. State EMD and the U.S. DHS-FEMA Voluntary Agency Liaison will work closely with the known voluntary agencies and WAVOAD to ensure mutual support.
6. Emergent volunteers will be encourage to join forces with existing voluntary agencies to augment their staffs.

A. Organization

Most of the state's voluntary organizations that have a role in disaster response and recovery belong to WAVOAD. WAVOAD has a leadership team and will assist in coordinating the activities of the voluntary agencies responding to the event.

B. Procedures

1. The state EMD will notify WAVOAD when a disaster takes place and will share information with them so that they may become immediately useful in providing needed assistance.
2. The WAVOAD leadership team will hold a telephone conference call shortly after being notified of the event and begin coordinating response and recovery activities among voluntary organizations.
3. Depending upon the situation, WAVOAD may send a representative to the state EOC or DFO, as appropriate, to work along side the American Red Cross (also a member of WAVOAD) to more closely coordinate response and recovery activities.
4. Local jurisdictions should have a parallel program at the local level that engages local voluntary organizations and other volunteers who have a desire to assist following a disaster.

C. Mitigation Activities

1. Primary Agency

Military Department, Emergency Management Division

Work with WAVOAD and other voluntary agencies to improve the effectiveness of voluntary agency support in times of disaster.

2. Support Agencies

a. US DHS-FEMA

Assist the state and statewide voluntary agencies in building a broad based voluntary agency capability.

b. Washington Voluntary Organizations Active in Disaster (WAVOAD)

Increase the number of voluntary agencies belonging to WAVOAD.

c. Local Jurisdictions.

Work with voluntary agencies to improve the effectiveness of voluntary agency support in times of disaster.

D. Preparedness Activities

1. Primary Agency

Military Department, Emergency Management Division

Assist WAVOAD in the recruitment of other voluntary agencies and in developing plans and procedures for disaster response/recovery.

2. Support Agencies

a. FEMA

Work with WAVOAD, other voluntary agencies, and the state to improve the effectiveness of voluntary agency support in times of disaster.

b. WAVOAD

- (1). Develop plans and procedures in anticipation of a disaster response/recovery operation.
- (2). Recruit voluntary agencies to become active members of WAVOAD
- (3). Assist communities in the development of Community Organizations Active in Disaster (COAD).
- (4). Provide available contact information for existing COADs to local jurisdictions when requested

c. Local Jurisdictions

- (1). Organize local voluntary resources to improve the local capability to respond and recover from a disaster.
- (2). Identify roles and responsibilities for local jurisdiction agencies, and voluntary organizations to support local needs.
- (3). Coordinate with existing COADs and other voluntary organizations as appropriate.

E. Response and Recovery Activities

1. Primary Agency

Washington State Military Department, Emergency Management Division

- a. Coordinate disaster related unmet needs with WAVOAD and the American Red Cross.
- b. Coordinate with U.S. DHS-FEMA to ensure voluntary agency support is available when needed.

2. Support Agencies

a. Local Jurisdictions

Coordinate with local voluntary resources in meeting disaster related local needs.

b. FEMA

- (1). Provide enhanced voluntary agency coordination.
- (2). Serve as the liaison to other federal agencies providing assistance for the disaster.

c. WAVOAD

- (1). Observe activities from the state Emergency Operations Center (EOC) and/or the Disaster Field Office (DFO), if applicable, and informs the voluntary agency members of on-going events and developments.
- (2). Facilitate the participation of voluntary organizations in responding to and recovering from disaster.
- (3). Assist Adventist Community Services in finding volunteers to staff the Donated Goods Logistics Center.

- (4). Provide press release input to EMD Public Information Officer (PIO).
- (5). Coordinate out-of-state voluntary agency assistance through National Voluntary Organizations Active in Disaster.

d. Voluntary Agencies

(1). Adventist Community Services (ACS)

- (a). Manage unsolicited donated goods and services in accordance with an EMD/ACS Memorandum of Understanding (MOU) and the Comprehensive Emergency Management Plan (CEMP), ESF 7, Appendix 1.
 - i. Management includes direct management of warehouse facilities to accept and process donated goods and to maintain a list of individuals/organizations offering volunteer services.
 - ii. Coordinate with EMD and General Administration on the location of the logistic center(s).
 - iii. Provides trained programmatic and processing staff to respond to help line inquiries and process donated goods and services following a presidential disaster declaration.
 - iv. Coordinates with local jurisdictions and other voluntary organizations in the disbursement and acquisition of donated goods and/or services.
- (b). Also provides:
 - i. Door to door visitation explaining assistance programs.
 - ii. Listening posts to give victims an opportunity to ask questions, chat informally, or to request prayer and pastoral care.
 - iii. Mass feeding

- iv. Disaster child care under the leadership of Disaster Child Care/Church of the Brethren
- v. Loans ACS volunteers to other disaster agencies.

2. Aid Association for Lutherans (AAL)

- (a) Immediate assistance for basic human needs – shelter, food, and clothing by reimbursing other voluntary agencies that provide these services.
- (b). Fund raising
- (c). Volunteer assistance to those in need

3. Airport Chaplaincy

- (a). Supply emergency spiritual support in personal tragedies.
- (b). Make connections with agencies able to offer additional assistance in time of need.

4. American Red Cross (ARC)

- (a). Damage assessment for ARC purposes.
- (b). Disaster mental health services.
 - i. Crisis interventions.
 - ii. Medications.
 - iii. Medical bills.
- (c). Burial Expenses
- (d). Replacement of dentures, eyeglasses, and prosthetics.
- (e). Mass Care.
 - i. Shelter.
 - ii. Fixed feeding.
 - iii. Mobile feeding.
 - iv. Bulk distribution of supplies.

(f). **Family Services**

Provides families with disbursing orders to purchase items that best meet their individual needs.

- i. Clothing.
- ii. Food.
- iii. Temporary/transitional housing.
- iv. Minor home repair.
- v. Household furnishings.
- vi. Household appliances.
- vii. Occupational supplies.

g. **In-Kind Donations**

- i. Representation on the Donated Goods and Services Management Committee.
- ii. Management of the American Red Cross In-Kind Donation program in compliance with the National and State Red Cross Disaster Plan, to include accepting donations of new items in bulk quantities on an as-needed basis.

5. Radio Amateur Civil Emergency Services (RACES)

Provides emergency radio services, per the State Radio Amateur Civil Emergency Services Plan.

6. Catholic Community Services

- (a). Housing assistance for low-income families
- (b). Counseling programs for children and the elderly
- (c). Counseling for disaster caregivers

7. Christian Reformed World Relief Committee

- (a). Self-contained volunteer clean-up team
- (b). Organizational capacity building for community based interfaith organizations

- (c). Needs assessment
- (d). Estimating for home reconstruction
- (e). Reconstruction
- (f). Community Development consultation for interfaith organizations

8. Church of the Brethren

- (a). Debris removal
- (b). Long-term rebuilding
- (c). Child care

9. Church World Services

Helps organize the interfaith community for effective response, especially during the recovery phase.

- (a). Needs Assessment
- (b). Referrals
- (c). Education
- (d). Volunteer Coordination
- (e). Advocacy for people with special problems
- (f). Limited monetary assistance
- (g). Pastoral care
- (h). Reconstruction facilitation

10. Episcopal Relief and Development

- (a). Emergency grants to help the local Episcopal Church play an active role in emergency response and community recovery efforts. Funds are intended to help communities meet basic human needs such as food, water, shelter, clothing, and medical care.
- (b). Rehabilitation - includes rebuilding communities, replanting crops, finding jobs, and providing post-trauma services that are often overlooked.

11. Lutheran Social Services

- (a). Consultants
- (b). Volunteers
- (c). Emergency supplies or funds
- (d). Counseling
- (e). Facilities, expertise, and resources of Lutheran congregations

12. Mennonite Disaster Services

- (a). Assistance to the elderly, disabled, and those in need.
- (b). Cleanup, repair, and rebuild houses.

13. Nazarene Disaster Response

- (a). Financial Support
- (b). NDR local committee supervision
- (c). NDR Staff Supervision responsible for the management of disaster activities, volunteers, and resources.

14. Northwest Medical Teams

- (a). Funding relief to assist non-profit organizations who provide direct services to disaster victims
- (b). Volunteer services
- (c). Medical and non-medical supplies.

15. Pacific Northwest React Council

Assists the public and authorities using Citizens Band Radio, GMRS, cellular phones, and amateur radio.

16. The Salvation Army

- (a). Spiritual counseling.
- (b). Family counseling.
- (c). Registration and identification of victims.

- (d). Mobile feeding program
- (e). Congregate feeding program
- (f). Financial assistance
- (g). Shelter
- (h). Distribution of basic commodities
- (i). Donated Goods
- (j). Advocacy
- (k). Recovery and reconstruction.

17. America's Second Harvest - Known as Foodlife Line in the area code (206) and (360) locations, and Spokane Food Bank in the (509) area code

- (a). Relief supplies to emergency feeding centers
- (b). Supplies to emergency feeding centers operated by the Salvation Army, American Red Cross, Southern Baptist Convention, and others
- (c). Trained staff for managing a warehouse or distribution site
- (d). Warehouse or distribution site for donated food items
- (e). Food solicitation from local donors, the national network, or corporate sponsors
- (f). Food distribution and meals through local food banks

18. Society of St. Vincent de Paul

- (a). Vouchers for food and other goods
- (b). Clothing and other items from the thrift store

19. Southern Baptist

- (a). Funding
- (b). Mass feeding

- (c). Child care

20. United Methodist Committee on Relief (UMCOR)

- (a). Cash grants.
- (b). Consulting Services
- (c). Lend generator, power washers, and other necessary equipment
- (d). Use its depots for receiving, processing, and shipping donated goods
- (e). Assist with the formation of a community-based interfaith recovery agency.
- (f). Assist in recruiting, organizing, and managing volunteers in Mission teams.
- (g). Provide the services of UMCOR mentors and advisors

21. World Vision

World Vision is still developing its domestic disaster programs. The items listed below are within the capability of World Vision to provide for domestic disasters, but currently there is no World Vision policy to do so.

- (a). In-kind resources from major corporate donors
- (b). Logistics and distribution support for corporate in-kind donations
- (c). Training and mobilization of unaffiliated churches and their volunteers
- (d). Training for unaffiliated volunteers.

22. Tacoma-Pierce County Chaplaincy

Emotional and spiritual support to people in crisis and those who assist them with a focus on emergency responders

V. RESPONSIBILITIES

A. Primary Agency

Military Department, Emergency Management Division

EMD is the liaison to WAVOAD and coordinates, collaborates, communicates, and cooperates with WAVOAD and other voluntary agencies as well as FEMA in the development of a comprehensive voluntary agency response to a disaster.

B. Support Agencies

1. Local Jurisdictions

The local jurisdictions' department of emergency management/services is responsible for local jurisdiction voluntary agency coordination, support, and emergent volunteer management.

2. Federal Government

Coordinates voluntary agency assistance in support of state EMD response and recovery needs.

3. Private Sector and Voluntary Organizations

Supports the state and local jurisdiction in meeting disaster related response and recovery needs.

VI. RESOURCE REQUIREMENTS

A. Administration

Reviews annually and revises as necessary ESF 7, Appendix 2.

B. Logistics

None

VII. REFERENCES

A. Various Internet Web sites of voluntary agencies as of June 17, 2003.

B. Washington Voluntary Organizations Active in Disaster (WAVOAD), Directory

VIII. TERMS AND DEFINITIONS

See Comprehensive Emergency Management Plan, Appendix 4 - Definitions, and Acronyms.